

# Public Employees' Retirement Fund

June 2007 Results - Version I

## Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Director Terren Magid  
GEFP Liaison Tad DeHaven

## Statewide Initiatives:

Annual Savings and Efficiency Gains (\$000)  
One-Time Savings and Efficiency Gains (\$000)  
Competitive Sourcing Participation (\$000)

\$1,792
\$473
\$764

## Agency Metrics:

### Financial Performance

1 year actual return/1 year target return (%)  
% of active managers exceeding benchmark

### Result

### Target

### Comments

101%	100%	90% to 100%
71%	75%	50% to 74%

### Customer Service

#### Benefits

Percentage of distributions processed in 30 days or less  
Percentage of retirements without payment interruption

90%	90%	75% - 89%
100%	95%	80% - 95%

#### Customer Satisfaction

Customer Satisfaction Index

89.0%	90%	75% - 89%
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### System Measures

% Automated Account Transactions  
% of automated transactions

38.00%	50%	25% - 49%
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### Fundamental Agency Change Initiatives

Service Credit  
Clean Financial Opinion  
Retirement Planning  
Business Technology Enhancement  
Human Resource Development

Administrative code changes take effect 1/1/07  
SBOA issues clean financial opinion  
More than 200 Retirement workshops throughout Indiana  
BMS implemented  
Performance Management